Annex E
State Emergency Function (SEF) # 5
OPERATIONS AND INFORMATION MANAGEMENT

LEAD AGENCY: Colorado Office of Emergency Management

SUPPORTING AGENCIES: Administration, Agriculture, Public Health & Environment, Local Affairs, Public Safety, Transportation, COVOAD
** Information provided by <u>all</u> activated agencies**

I.   PURPOSE

The purpose of this SEF is to collect, process and disseminate information about a potential or actual disaster emergency or special event and to coordinate the overall activities of a state response.

II.   SCOPE

The scope of this annex is to describe the overall operational and information activities of a state response to an emergency. Activities will take place at the SEOC, and in the field. SEF #5 activities include the following functions:

A.   Planning Support - assess and consolidate information to support the action planning process at the SEOC and in the field.

B.   Displays - to maintain displays of pertinent information by using computer system displays, maps boards, charts, status boards, etc.

C.   Information Processing - to collect and process information from local jurisdictions, state SEFs, and other sources, process that information and disseminate it for use by response operations, and provide it as input for reports, briefings, displays, public information activities and plans and to maintain a permanent log of events.

D.   Reports - to consolidate information into reports and other materials describing and documenting overall response activities and keeping local, state and federal officials informed of the situation.

E.   Public Information - To assure that the public is given appropriate information to deal with the emergency through SEF #12, Public Information (see Annex L) and the use of EAS, through SEF #2, Communications and Warning (see annex B).

III.   SITUATION

A disaster may result from natural or technological hazards or from a National Security Emergency that produce extensive damage and result in a large number of requests for services to save lives and alleviate suffering. The state, when notified of an emergency situation at the local level, will monitor the situation, pre-plan and, if necessary, provide assistance.

IV.   PLANNING ASSUMPTIONS

A.   In order to identify response requirements of the disaster or emergency, there will be an immediate and continuous demand for information on the incident; impact, magnitude and damages.

B.   There will be a need for public information/instruction in all types of emergencies, disasters, threats and hoaxes.

C.   The local jurisdiction will be the immediate source of vital information regarding damage and initial response needs.

D.   There may be delays in establishing full operational capability. Communications, transportation, and media capabilities may be impacted into and within the affected area.

E.   Situation/impact/damage assessment activities may be restricted by communications problems and other environmental factors and may cause cascading events.

V.   CONCEPT OF OPERATIONS

A.   General

    1.   In response to an emergency, responders, first at the local level, then at all levels involved in the response, will assess the situation to identify needs. These assessments will:

        a)   Provide a gross assessment of disaster impacts including the identification of boundaries of the damage area, type and severity of damages, numbers of injured and dead, and the status of lifesaving activities and critical facilities.

        b)   Determine the information needs of jurisdictions impacted by the emergency.

        c)   Provide a general assessment of the status of emergency operations at all response levels.

        d)   Determine the status of operational facilities including EOC, alternate EOC locations, Incident Command Post, Staging areas, Mobilization Centers, Disaster Field Offices, and others that may apply.

        e)   Ascertain if the incident could be a terrorist action and respond accordingly.

    2.   In the initial period of an incident, the main avenue for the collection of disaster information will primarily be from local responders through the local EOC. This information will be relayed to the SEOC through whatever means available. If the event is of such magnitude to warrant state assistance, the SEOC will plan and coordinate such response actions. If the event is of a magnitude to involve federal assistance, the SEOC will provide appropriate information to the federal agencies involved.

    3.   SEF #5 activities will commence with the report (to COEM) of an emergency. The level of staffing needed to handle the event will vary depending upon the seriousness of the situation. As the situation develops SEF #5 will initiate

information and planning activities and will expand staffing as needed to a partial or full activation of the SEOC.

4.   Local, state and, if needed, federal functional counterparts will continuously share operational information. All activated SEFs will provide validated information to SEF #5 to support overall operational and planning activities.

5.   Ensure personnel have appropriate clearances for Secret or Top Secret information and provide a secure location for classified discussions or briefings.

6.   Information for dissemination to the public will be coordinated with the designated Lead Public Information Officer (usually the Governor's Press Secretary or COEM Public Information Officer, see annex L). Manipulation of the media and public perception to maximize the psychological impact of violence is a critical element of terrorism – proper, timely public information is <u>critical.</u>

7.   SEF #5 will gather, evaluate, and display essential information necessary for the actions of SEFs participating in the emergency. The local jurisdiction(s), state departments, federal agencies, and others will supply information. Information of common interest and use to the overall emergency and which provides the most complete picture of the overall situation will be displayed and/or made available to all present in the SEOC and any field teams deployed.

    a)   Essential information needed by SEF #5 includes the following:

        (1)   Boundaries of the disaster area and political jurisdictions impacted;
        (2)   Number of dead or injured persons;
        (3)   Social/economic/political impacts;
        (4)   Status of communications systems;
        (5)   Status of transportation systems;
        (6)   Hazard type and hazard specific information;
        (7)   Access routes/points to disaster area;
        (8)   Status of operational facilities in the disaster area;
        (9)   Weather data;
        (10)   Status of critical facilities;
        (11)   Status of reconnaissance activities (air and ground);
        (12)   Status of key personnel;
        (13)   Status of SEFs;
        (14)   Status of disaster/emergency declaration(s);
        (15)   Major activities/issues of SEFs;
        (16)   Resource needs/shortfalls;
        (17)   Overall priorities for response;
        (18)   Status of forthcoming activities;
        (19)   Status of donations;
        (20)   Historical information.

8.   SEF #5 will develop Situation Reports (SitReps) that provide a current overall picture of the incident and describe response activities undertaken. SitReps will be disseminated to all jurisdictions, state agencies and others needing the information and will be posted on the COEM website. SitReps will include the following:

    a)   Statistical, narrative and graphical information;
    b)   Major response actions taken;
    c)   Requests for state assistance by local jurisdiction(s)

d) Unmet needs and recommended actions;
e) Priority issues and requirements.

9. SEF #5 will maintain copies of <u>all</u> information to be compiled into a Master Log of the event.

10. As the incident moves from the response phase into the recovery phase, many SEF activities will transition from the SEOC to a regional location (Disaster Field Office or Disaster Recovery Center).

VI. ORGANIZATION and RESPONSIBILITIES

A. Organization

1. SEF #5 activities are conducted, for the most part, in the State Emergency Operations Center (SEOC).

2. SEF #5 may consist of one person, the Operations Chief (in small events) to an organization consisting of Operations Chief, several Operations Officers, Public Information Officer(s), department Emergency Response Coordinators and support staff (for large events).

3. The following diagram shows the organizational structure for a large event, for smaller events any portion may be activated.
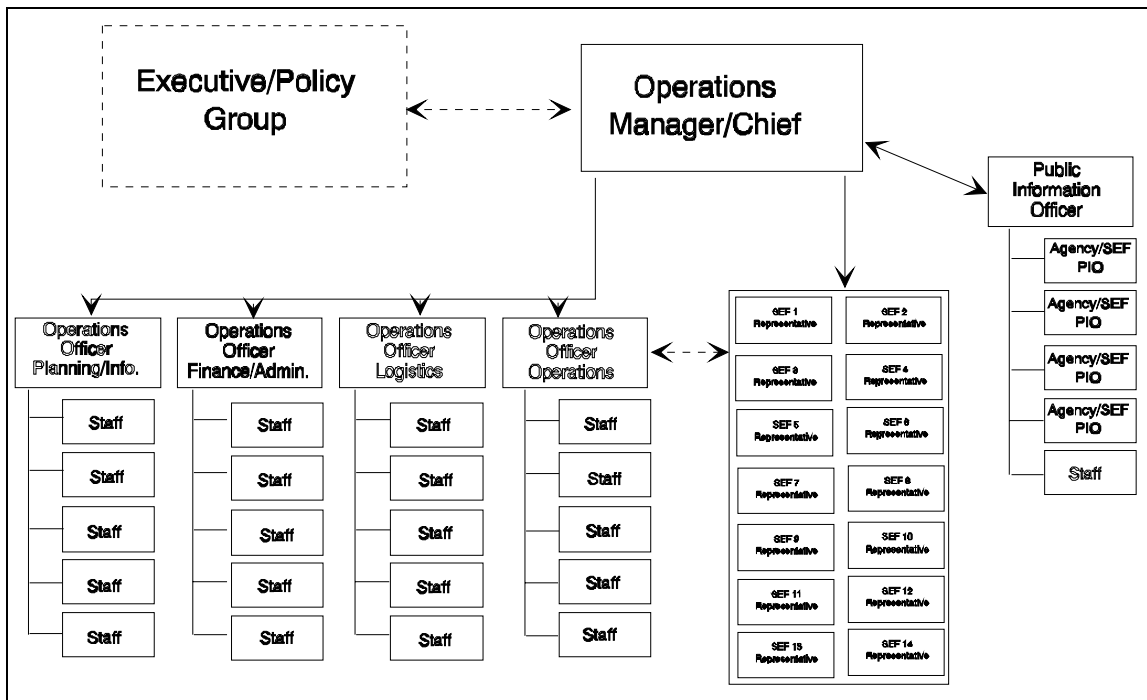
B. Responsibilities

1. Office of Emergency Management (Lead Agency):

a) Coordinate the overall state effort to collect, process, report and display essential elements of information both for emergency response use and for public information.

b)   To maintain the state Emergency Operation Center in a state of readiness at all times and to staff SEF #5 during emergency situations.

c)   To maintain the Colorado State Emergency Operations Plan and to provide assistance to other agencies with their related planning responsibilities.

d)   To conduct training and exercises to facilitate SEOC activities.

e)   To staff the SEOC during activations of any level. If the disaster is of a magnitude to require federal assistance, provide a liaison to the FEMA Region VIII ROC or provide a location in the SEOC for a FEMA representative.

    2.   Support Agencies: ** all activated agencies**

a)   To provide staff necessary to ensure that the organization will be able to respond in emergency situations and to participate in training and exercises.

(1)   Identify an Emergency Response Coordinator (ERC) and two alternates and provide COEM with contact numbers for them. The ERC must be available for response to the SEOC during emergencies or to handle emergency requests by telephone during smaller incidents.

(2)   SEF lead agency ERCs will maintain the appropriate annexes to this Plan.

(3)   ERCs will participate in training exercises and workshops to maintain a level of proficiency in emergency operations.

b)   To maintain listing of resources either in computerized databases or hard copy. These listings must be available to the ERC during an emergency.

VII.   APPENDICES

   A. Resource Requirements
   B. SEOC Position Procedures/Checklists
   C. Military Support

RESOURCE REQUIREMENTS

The following resource requirements are based upon overall needs of SEF #5 to carry out a variety of operational situations. This list, although comprehensive, is not all-inclusive.

I. Transportation
    A. A radio-equipped vehicle will be available.
    B. Other transportation for SEF #5 personnel may come from the DOLA motor pool
    C. SEF #1 will handle other transportation requests.

II. Communications[1]
    A. three jeeps with 800 MHz, CSP & local gov't radios
    B. one suburban with 800 MHz
    C. one 800 MHz base station, one local gov't base station & UHF, VHF & HF
    D. RACES and ARES base stations
    E. one Harris radio from FEMA (FNARS)
    F. six portable 800 MHz radios (pack sets)
    G. ten local gov't radios (pack sets)
    H. ten silver boxes (throughout the state) portable commo packages
    I. NAWAS
    J. CCIC
    K. cellular/NEXTEL phones
    L. Satellite phone
    M. Computer internet/email

III. Workstations (cubicles) with telephones and supplies for approximately 22 personnel.
    A. Computer network access for primary agency workstations
    B. Computers, monitors and printer
    C. Display monitors/boards
    D. Appropriate software for conducting emergency activities
    E. Public Address system
    F. Televisions to monitor the major Denver stations and an additional for cable or satellite broadcasts
    G. Video Recorder
    H. Overhead projector
    I. Slide Projector
    J. Video teleconferencing equipment
    K. Computerized audio/video control system

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[1] For detailed information on communications, see Annex B, Communications and Warning.

SEOC POSITION PROCEDURES & CHECKLISTS

Operations Chief

Responsibilities

1. In consultation with the COEM Director, determine the appropriate level of SEOC staffing and monitor the effectiveness of the organization. Suggest and/or implement changes as necessary.

2. Assume overall management responsibility for the coordination of state response efforts. In consultation with the COEM Director, set priorities for state response and ensure that all actions are accomplished within the priorities established.

3. Keep senior management informed on all matters regarding the emergency incident and the status of state resources.

Checklist

NOTE: All actions are in consultation with or by direction of COEM Director.

Activation

Determine appropriate level of activation and staffing (COEM and other agencies) needed based on situation information known, including need for a field liaison.

Mobilize necessary personnel for initial activation of SEOC.

Obtain briefing from whatever sources are available.

Start up Actions

Assign staff to initiate SEOC check-in procedures, if necessary.

Provide briefing to all initial staff at SEOC.

Ensure that the SEOC is properly set up and ready for operations and that necessary computer support is operational.

❑   Ensure that appropriate security is in place.

Ensure that telephone and/or radio communications are established with the emergency area.

Start and maintain an operational log.

Request additional personnel, as needed, for SEOC staffing and assure that staff has been activated for additional shifts. In Terrorist or National Security activation at least one person per shift should have a security clearance.

Operations Chief

Operational Duties

Monitor overall situation - both the emergency and the SEOC operation.

Ensure that appropriate information is released to the public in a timely manner.

Hold action planning meetings with key staff.

Provide briefings, as needed, and upon shift changes.

Ensure that all actions are tracked and completed.

Keep senior management and the Governor informed on all matters regarding the emergency incident and the status of state resources.

Deactivation

Authorize deactivation (all or partial) as staff is no longer needed.

Ensure that all logs and other paperwork are collected from staff departing SEOC.

Conduct After Action Critique and provide input to After Action Report.

Public Information Officer

Responsibilities

1. Serve as the dissemination point for all media releases regarding the state's actions in the emergency.

2. Provide emergency information about lifesaving procedures, health preservation instructions, emergency status or other information to the public/media.

3. Coordinate all related information from other sources.

Checklist

Start-up Actions

Upon arrival at SEOC, check in with Operations Officer for briefing and instructions.

Clarify any issues regarding your authority and assignment and what others in the organization do.

Determine need for urgent public information.

Set up work area and request additional supplies, as needed, or, in large multi-jurisdictional events, establish a Joint Public Information Center (JPIC).

Establish communications with PIOs at scene, Governor's office, and other locations to assure a coordinated release of information.

Determine additional staffing requirements including those needed for additional shifts.

Start and maintain an operational log.

Operational Duties

In consultation with COEM director, determine, from information available, what is proper for release to the public under initial conditions.

Provide and obtain information to/from all activated SEFs.

Develop and announce a news briefing schedule. Arrange for preparation of briefing materials needed.

Maintain an up-to-date picture of the situation for presentation to the media.

Produce news releases and periodic press briefings and, if necessary EAS (EBS) broadcasts.

Ensure that a public/media inquiry (rumor control) function is available and for the necessary communications equipment and supplies.

Monitor local media broadcasts.

Ensure that file copies are maintained of all information released and provide copies to COEM director and Operations Chief.

Attend all SEOC briefings and conduct briefings for Public Information staff at shift changes.

Deactivation

Deactivate the Public Information section (all or partial) and collect all logs, press releases and other paperwork for inclusion in the permanent record of the event; submit to Operations Chief.

Attend and provide input to the After Action Critique and After Action Report.

Operations Officer(s)

Responsibilities

4.   Provide assistance to the Operations Chief, as directed by operating computers, taking/making phone calls, tracking incident on logs and status boards, providing information to/from activated SEFs and maintaining communication with the effected area.

5.   Collecting and processing information from the field and ensuring the proper flow of information.

Checklist

Start-up Actions

Report to Operations Chief for position assignment. Clarify any issues regarding your authority, assignment and the assignments of others.

Ensure that all equipment in the SEOC is turned on and functioning and that necessary supplies are available.

Obtain a briefing on the situation and prepare to brief additional SEOC staff as they arrive.

Start and maintain an operational log.

Contact SEF representatives and others, as directed by Operations Chief, for response to SEOC. Provide them with a basic overview of the situation to enable them to bring appropriate information.

Operational Duties

Provide a check-in location for all staff as they arrive at the SEOC; direct outside agency representatives to sign-in and to their work location; ensure that outside agency representatives understand their assigned function and give situation briefing upon their arrival so that they may begin operation.

Monitor and prioritize all information as it comes to the Operations Desk (either by e-mail, phone or paper) and ensure that Operations Chief and other SEOC staff receive necessary information.

Act as point-of-contact for telephone calls from the field.

Respond to requests from other agencies and from the field.

Maintain a list of all personnel in the SEOC and their working location/phone extension.

Operations Officer(s)

Ensure that there is appropriate staff on-call for additional shifts.

Ensure that all SEOC staff are fed and that breaks are taken to avoid over-fatigue.

Deactivation

Release staff (COEM and other agency) as Operations Chief directs.

Get a forwarding phone number from each SEOC staff person before they leave.

Collect all logs and paperwork for permanent record of event.
Archive all computerized data (e-mail, EIS, and any other) for use in permanent event record.

Attend and provide input to the After Action Critique and After Action Report.

Agency Representatives

NOTE: This procedure is generic to all outside agency representatives responding to a SEOC activation. It is designed to be supplemented by each agency's own checklist or procedures.

Responsibilities

1.   An agency representative may be the Lead of a State Emergency Function or a support agency.

2.   They must be able to speak and expend funds for this/her agency within established limits and must be knowledgeable of the functions, and capabilities of their agency as a whole.

Checklist

Start-up Actions

Check in with Operations Officer, sign in, determine the location of your work area.

Obtain current situation briefing from the person you are relieving or from the Operations Officer.

Log into the computer at your work area.

Clarify any issues regarding your authority, assignment and the assignments of others.

Check workstation for supplies; floor plan, phone listing, SEOC information, notepad, pencils, etc.

Start and maintain an operational log.

Establish contact with your agency and, if necessary, clarify your decision-making authority.

Operational Duties

Facilitate and track requests for assistance or information that your agency can provide.

Keep up-to-date with the status of resources and activity associated with your agency.

Provide appropriate situation information to the Operations Chief through the Operations Officer by e-mail or paper and by entering it into the operations log on the computer.

Provide your agency appropriate situation information on SEOC priorities and actions.

Attend Action Planning Meetings if requested.

Deactivation

Agency Representatives

Turn in all logs and other paperwork for inclusion in the permanent record.

Clean up work area.

Check out with Operations officer and leave a forwarding phone number.

Attend and provide input to the After Action Critique and After Action Report.

Appendix C to Annex E
Military Support to Civil Authority

I.   PURPOSE
       This annex provides guidance for the use of Military Support to Civil Authority (MSCA) in Colorado. It applies to Colorado Army and Air National Guard, Civil Air Patrol, and active and reserve military units in the state.

II.   SITUATION
       A.   The Governor is the Commander in Chief of the Colorado National Guard and may authorize activation of forces to save lives and property.
       B.   The National Guard has armories located throughout the state with the Headquarters (STARC) located in the Denver area.
       C.   Civil Air Patrol is a division of Colorado State Government (Department of Military & Veterans Affairs) with the Wing Commander as Division Director.
       D.   Military reserve forces are stationed in Colorado.
       E.   There are six* U.S Army and Air Force installations located in Colorado.

III.   ASSUMPTIONS
       A.   Local authorities will request military assistance only when local resources and mutual aid assistance are inadequate or have been exhausted.
       B.   Members of active and reserve forces stationed in Colorado may be victims of the disaster and hence not available for response.
       C.   National Guard assistance is short-term and will not be used in place of private resources.
       D.   Federal activations may limit the availability of personnel and equipment within the state.

IV.   CONCEPT OF OPERATION
       A.   National Guard may provide assistance when activated in only two ways; 1) by order of the Governor or his designated representative and 2) a local commander may respond on his own authority in times of live saving emergencies.
       B.   The military chain of command and unit integrity will remain in effect and local authorities will not supplant military authority over military personnel.
       C.   An Emergency Response Coordinator from the National Guard will be present in the state EOC if requested by Colorado OEM.
       D.   The National Guard will have a representative in the Incident Command Center.
       E.   Requests for National Guard assistance will be made by calling the Colorado OEM on the state emergency line at 303-279-8855.
       F.   Requests for Civil Air Patrol will be made by the local jurisdiction calling the Air Force Rescue Coordination Center (AFRCC) 800-851-3051 for search and rescue missions or Air Force National Security Emergency Preparedness (AFNSEP) 800-366-0051 for coordination and mission assignment of other types of missions.
       G.   Requests for active or reserve military forces will be made through Colorado OEM to FEMA Region VIII to NORTHCOM.

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* Pueblo Chemical Depot is another Army facility in the state, but is only used for chemical storage.

V.   RESPONSIBILITIES
    A.   Colorado National Guard
        1.   When activated by the Governor, provide manpower and equipment to assist in emergency situations.
        2.   Maintain detailed financial records for reimbursement purpose.

    B.   Colorado OEM
        1.   Verify/validate all requests for National Guard Assistance. Make request/recommendation for activation to Governor (delegate).
        2.   Coordinate approved assistance with the National Guard.
        3.   Verify/validate all requests for active and reserve military assistance. Coordinate request for activation through FEMA.
        4.   Provide payment (when authorized) from the State Disaster Fund.

    C.   Local Jurisdictions
        1.   Requests for National Guard will only be when all other sources of assistance, including private contractors, have been exhausted.
        2.   Provide detailed information on the incident, actions already taken, and what is needed.

Attachments:
1. Locations of Military Assets in Colorado

Attachment 1 –
Locations of National Guard Units in Colorado